

AMTRAK CALIFORNIA
PACIFIC SURFLINER
KIDS N' TRAINS
2006 - 2007 SEASON

**SAME LOW FARES BETWEEN
L.A. AND SAN LUIS OBISPO!!**

For travel anywhere between Los Angeles and San Luis Obispo your round trip fare is only \$5.00 per person!*

Travel between L.A. and San Diego is now
\$6 per person round trip*

You can also use Kids N' Trains for trips involving overnight stays or longer.

This season's program runs from September 18, 2006 through May 17, 2007. See all the details inside and we'll see you soon on Amtrak California's *Pacific Surfliner*!

*Fares are for same day travel aboard Amtrak California trains. Overnight or longer trips are double the same day fare.

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Additions and changes to the program may occur during the program season. Check the program website periodically for the latest information. Go to www.amtrakcalifornia.com and "Kids N' Trains," then click your way through the program from there.

INTRODUCTION

This package contains information and instructions -- everything you'll need to plan and reserve your field trip by train. **Do NOT call Amtrak** - a reservation for the Kids N' Trains program cannot be made over the phone. If you have questions about the program, call Marguerite Monahan at (916) 654-5928, but do not call until you have read the information in this package.

Here are the steps to your fun and educational trip aboard Amtrak California:

1. Select a travel date from those offered on the Reservation Request Form
2. Select a destination using the Zone Map and Destination Guide
3. Determine your cost using the Fare Calculator and Zone Map
4. Select your train(s) using the Train Schedules
5. Complete the Reservation Request Form
6. Send the reservation form by FAX **at least 30 days before your requested travel date**
7. Prepare a passenger list of all children and adults traveling in your group and FAX this list to the Amtrak Group Reservation Desk prior to purchasing your tickets
8. Receive your reservation number from Amtrak within 10 business days
9. Purchase your tickets at an Amtrak station **no later than 7 days before** your trip
10. All Aboard!

SELECTING YOUR DATE

The Pacific Surfliner Kids N' Trains program is available Monday, Tuesday, Wednesday, and Thursday beginning September 18, 2006. The last day for travel in this program is May 17, 2007. This offer is **not** valid on the following days and dates:

- Fridays, Saturdays, and Sundays;
- October 6 - 9, 2006;
- November 9 - 11, 2006 and November 20 - 27, 2006
- December 14 - 31, 2006
- January 1 and 2, 2007 and January 13 - 15, 2007
- February 17 - 19, 2007 and
- April 5 - 9, 2007.

Page two of the Reservation Request Form contains a calendar with the program availability dates shown. **Do not call Amtrak to check for availability of dates.**

SELECTING YOUR DESTINATION

Your destination may be determined by cost, so you may want to consult the Zone Map together with the Destination Guide. The latter provides information about all the cities served by the Pacific Surfliner in the program. Included in each city listing are telephone

numbers and website addresses for additional information about a particular venue. See the third page of the Reservation Request Form and the column marked "To."

The Zone Map shows each city in the Pacific Surfliner program with the entire route divided into 2 zones. Zone 1, between Los Angeles and San Luis Obispo is \$5 per person round trip (adults and children). Zone 2, between Los Angeles and San Diego is \$6 per person round trip (adults and children). For each zone you travel into or through on your same-day trip, the round trip ticket price per person increases by that zone's fare. There are no one-way, same-day fares.

For fares involving overnight (or longer) stays, ALL zone fares double for a round trip. If you travel overnight (or longer) neither travel day can be on a Friday, Saturday, Sunday, or holiday period as listed in "Selecting Your Date."

CALCULATING YOUR COST

Any admission fees, hotels or other costs for your trip must be arranged and purchased by you - they aren't included in your Amtrak California ticket price. Amtrak California provides only train service in this program fare.

Using the Zone Map information in the section above you can calculate the total cost of your trip aboard Amtrak California trains for your group.

The Fare Calculator is used to calculate the total fare for one person and a table at the end calculates the total group fare.

- Refer to the "RESTRICTIONS" section for important information
- Refer to the Zone Map and find the city where your trip will begin.
- Find your destination city.
- Mark the box adjacent to each zone you travel into or through on your trip.
- Add the marked boxes and multiply by the dollar amount shown.
- Multiply the dollar amount by the number of persons in your group.

The resulting figure is your total group fare.

NOTE: Infants under age 2 ride free if they don't occupy a seat.

Fare Calculator

Zone 1	@ \$5	
Zone 2	@ \$6	

Total _____ = \$ _____

X number in group = _____

TOTAL GROUP COST = _____

Staying overnight (or longer)? You can use this program for trips requiring overnight stays for one or more nights providing both days of travel are Monday, Tuesday, Wednesday, or Thursday. For hotels and other information, check with the Chamber of Commerce or Convention and Visitors Bureau listed in the Destination Guide for the city you'll be visiting.

If you are staying overnight, you will need to complete two Reservation Request forms, each for a one-way trip. Because there are no one-way same-day fares in this program, your fare is calculated the same as a round trip for each request form submitted. For example, if you are traveling round trip on the same day from Los Angeles to San Diego the fare is \$6 per person. If you are traveling from Los Angeles to San Diego, spending one or more nights, and returning from San Diego to Los Angeles, the fare is \$6 per person for each direction, or \$12 total per person.

SELECTING YOUR TRAIN(S)

- Refer to the Train Schedules and find the city where your trip will begin.
- Find your destination city.
- If both cities are not on the same schedule page, you may need to consult other schedule pages.
- Find your departure and arrival times in the same column for both cities and note the number at the top of the column - that's your train number.
- For a return trip, look at the opposite schedule and do the same as you did above.

Here's a tip: If you went one way on an even-numbered train, you must take an odd-numbered train back home, or vice-versa.

COMPLETING YOUR RESERVATION REQUEST FORM

Do not call Amtrak regarding reservations for this program. If you have questions after reading the program material, call Marguerite Monahan of the Caltrans Rail Division at (916) 654-5928.

The three-page Reservation Request Form is located at the end of this booklet and all the information you'll need to plan and reserve your trip is in this package. Carefully read all the material and follow all instructions. FAX all three pages of the completed form to the Amtrak Group Reservation Desk at (800) 872-3298. Amtrak cannot acknowledge receipt of your FAX. Amtrak will contact you by email, FAX or phone within about 10 business days to confirm your trip or for other information.

The offer is subject to space availability. Every request, regardless of group size, is reviewed and some may not be approved if space is not available. This offer is only for new trips booked after August 19, 2006 and the last day for travel in this program is May 17, 2007. Because you must submit your reservation request a minimum of 30 days in advance of your requested travel date, the last day to submit reservation requests for this program is April 18, 2007.

YOU CANNOT CHANGE DATES, TRAINS, THE NUMBER OF PEOPLE IN YOUR GROUP, OR SCHEDULES ONCE YOUR RESERVATION REQUEST HAS BEEN SUBMITTED TO AMTRAK.

When completing the Reservation Request Form, type or print legibly. Unreadable or incomplete Reservation Request forms will be rejected.

Page 1:

- Do not abbreviate.
- On Line 2, include the full street name, not "1234 Main," rather "1234 Main Street".
- On Line 4, include the first and last name, not "Mrs. Jones," rather "Susan Jones".
- For Line 5, Amtrak provides printed copies of reservation confirmations to their guests by sending an email or a FAX. **An email address and FAX number are now mandatory.** If you do not have access to an email address or access to a FAX machine, call Marguerite Monahan at (916) 654-5928.
- Also on Line 5, provide a cell phone number for the group leader or someone traveling in your group for last minute notification of schedule changes.

Page 2:

This page contains a calendar with the program availability dates shown. To indicate your desired travel date, circle the one date you have selected for your trip on the page. **Do not write or circle any other dates.**

Page 3:

- Check the box at the city where you'll begin your trip in the "From" column.
- Check the box at your destination city in the "To" column.
- You may wish to consult the Destination Guide for assistance in selecting a city. Read all city choices carefully in the "From" and "To" columns before making your selections.
- Check the box at the train you'll be using to leave your beginning city in the "Train From" column.
- Check the box at the train you'll be using to return to your beginning city in the "Train Return" column.
- You may wish to consult the Train Schedules and "Selecting Your Train(s)" for assistance in selecting your train(s). Read all the train selections carefully in the "Train From" and "Train Return" columns before making your selections.

YOU CANNOT CHANGE DATES, TRAINS, THE NUMBER OF PEOPLE IN YOUR GROUP, OR SCHEDULES ONCE YOUR RESERVATION REQUEST HAS BEEN SUBMITTED TO AMTRAK.

If you are only traveling one-way using Amtrak California, mark the "None or One-way" box in the "Train Return" column.

Staying overnight (or longer)? You can use this program for trips requiring overnight stays for one or more nights providing both days of travel are Monday, Tuesday, Wednesday, or Thursday. For hotels and other information, check with the Chamber of Commerce or Convention and Visitors Bureau listed in the Destination Guide for the city you'll be visiting.

You'll need to complete **TWO** Reservation Request forms, each for a one-way trip:

- On one request form circle the date you want to start your trip, and check the boxes showing the city you're leaving, your destination, and the train "To."
- On the same form, check the "None or One-way" box under the "Return" Train column.
- On the other request form, circle the date you want to return, and check the boxes showing the city you're leaving (where you've been staying), your destination (home), and the train "To."
- On the same form, check the "None or One-way" box under the "Return" Train column again.

Send your completed Reservation Request forms (all three pages for each trip) by FAX to Amtrak Group Reservations at (800) 872-3298.

PASSENGER LIST

Prepare a list with the first and last name of every person traveling in your group. FAX this list to the Amtrak Group Reservation desk at **(800) 872-3298** prior to paying for your tickets. If there are any changes to the list, please make corrections and carry the most updated version of the list with you on your day of travel. You may be required to show this list to the conductor.

PAYING FOR YOUR TICKETS

If your reservation is confirmed, review the information for accuracy. Your confirmation will include a reservation number. You must purchase your tickets **no later than 7** days before your trip. Take your reservation number to a staffed Amtrak station to purchase your tickets. You may use cash, credit card or a business check made out to "Amtrak." Personal checks and purchase orders will not be accepted. If you are purchasing multiple trips, you must provide individual payment for each reservation. Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

If your reservation does not get confirmed by Amtrak, review your plans to determine if alternate dates are acceptable and submit another request. Amtrak may ask for an alternate date when they advise you the original date could not be granted. Remember to check with your destination to make certain your new date is still valid.

You can purchase your tickets anytime after you've received your reservation number until 7 days before your trip. Tickets must be purchased **no later than seven (7) days** in advance of your trip. You can purchase your tickets with a credit card, cash or business check payable to "Amtrak" from any staffed Amtrak station. No personal checks or purchase orders will be accepted. The staffed stations are located in San Luis Obispo, Santa Barbara, Oxnard, Van Nuys, Los Angeles, Fullerton, Anaheim, Santa Ana, Irvine, San Juan Capistrano, Oceanside, Solana Beach, and San Diego.

Partial purchases are not permitted and your reservation will be canceled if you do not purchase your tickets **7** days prior to your trip.

Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

Do not lose your tickets. Amtrak will not replace lost, stolen or misplaced tickets. You must present your tickets on your day(s) of travel.

RESTRICTIONS

This offer is only for *Pacific Surfliner* trains, and it is not available on Amtrak's *Coast Starlight*, *Coaster*, *Metrolink* trains or any other California train service.

Your trip must be for a single day with no stopovers and it can only be taken on a Monday, Tuesday, Wednesday, or Thursday from September 18, 2006 through and including May 17, 2007. There are no one-way same-day fares. Groups traveling either one-way or roundtrip pay the same low price. A stopover is defined as an intermediate stop where the group leaves the train, then later continues in the same direction on a different train. This offer is **not** valid on the following days and dates:

- Fridays, Saturdays, and Sundays
- October 5 - 7, 2006
- November 9 - 11 2006 and November 20 - 27, 2006
- December 14 - 31, 2006
- January 1- 2, 2007 and January 13 - 15, 2007
- February 17 - 19, 2007 and
- April 5 - 9, 2007

The **minimum** group size for this program is **20** persons.

You must have one adult chaperone for every 6 persons 18 years of age or less. Your group will not be allowed to board the trains or buses if it has less than the required ratio of chaperones to children.

Seating is limited on each trip. Every request, regardless of group size, is reviewed and some may not be approved if space is not available.

You must use the reservation procedures in this program to get the program fares. You cannot call or visit an Amtrak station to reserve a trip in this program.

You must FAX your complete and legible reservation request form a minimum of **30** days in advance of your requested trip date. **Reservation requests received less than 30 days prior to the requested travel date will be rejected.**

You cannot change dates, trains, the number of people in your group, or schedules once your reservation request has been submitted to Amtrak.

An accurate list with the first and last names of all persons traveling on your trip must be submitted to the Amtrak Group Reservation Desk prior to purchasing your tickets and you must carry a copy of the list with you during your trip.

Any admission fees, hotels or other costs for your trip must be arranged and purchased by you - they aren't included in your Amtrak California ticket price. Amtrak California provides only train and Thruway bus service in this program fare.

Amtrak California's *Pacific Surfliner* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all who travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for all by having your group observe the "Group Conduct and Chaperone Guidelines." All adult chaperones on your trip should have a copy.

Arrive at least **1 hour** early to all departure locations. Your group may be turned away if it arrives too close to departure time. You **MUST** be prepared to board your trains or buses before scheduled departure time.

This is a **SPECIAL** offer available only through Amtrak's Group Reservation system using the procedures outlined in this package. **DO NOT CALL TO CHECK AVAILABILITY FOR SPECIFIC DATES - RESERVATIONS ARE MADE ON A FIRST-COME, FIRST-SERVED AND SPACE AVAILABLE BASIS. Do not call Amtrak about this program.**

A WORD ABOUT OPERATION LIFESAVER

California Operation Lifesaver (OL) is a non-profit volunteer organization dedicated to reducing or eliminating death and injuries due to vehicular and pedestrian trespassing on railroad property. OL presentations are informative and educational and OL has agreed to offer their presentation to groups in their classroom or while on the train. For more information regarding program availability, contact Lois Cuning at their email address cunninl@amtrak.com or call OL at (213) 683-6970.

GROUP CONDUCT AND CHAPERONE GUIDELINES

Amtrak California's *Pacific Surfliner* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all who travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for everyone by reviewing these rules with adult chaperones in your group and provide each of them with a copy.

1. Group leaders and adult chaperones are responsible for the conduct and supervision of their group at all times while on the trains, or in and around the train stations. Railroad personnel must give their full attention to the operation of the railroad and cannot assist in the supervision of your group.
2. No personal music devices are allowed, unless used with earphones or headsets.
3. Arrive at all departure locations at least **1 hour** ahead of departure time. **The trains will not wait for late arriving groups or individuals!**
4. Before boarding the train, identify your group to the conductor, then follow the seating instructions of the conductor and/or other railroad personnel.
5. Keep your group together and in their seats as much as possible.
6. Avoid crowding aisleways and passageways between cars.
7. You may bring your own food and drinks, or your group may visit the snack/dining car. **NOTE> Only 5 persons from your group 18 years of age and under are permitted in the snack/dining car at any one time and **MUST** be accompanied at all times by at least 1 adult.**
8. Please use the trash receptacles and keep the area around your group clean and free of debris.
9. During your trip, feel free to contact the conductor or other on-board personnel for assistance.
10. When your group exits the train, follow the conductor's instructions. Appoint 1 or 2 persons to follow behind the group and check the seating areas and overhead bins for any items that may have been left behind. Amtrak California cannot be responsible for lost or stolen items.
11. Most importantly: **HAVE FUN!**

FREQUENTLY ASKED QUESTIONS

- Q.** *Is there a MAXIMUM number allowed in a group?*
- A.** While there is no maximum, keep in mind this is a "space available" program. Most groups encounter little difficulty with their requests if their group size is no larger than 75 or so. On rare occasions we have had room for 150 or more, but other times it has been difficult to find space for a group of 50. This is another reason to submit your request as soon as possible and AT LEAST 30 days in advance of your planned travel date.
- Q.** *Can I add people to my group after I've sent my request in?*
- A.** No, however anyone can purchase a full-fare ticket for the same trains if space is available. There is no guarantee they will be allowed to sit with the group.
- Q.** *I need to know immediately if my trip is approved. Why do I have to wait so long?*
- A.** Kids N' Trains is a discount program which takes advantage of available seats based upon existing reservations and a computerized prediction of availability. All requests for these deeply discounted seats must be reviewed and approved by Amtrak management well in advance of the trip date.
- Q.** *Why so much paperwork? Why so many restrictions?*
- A.** In past years of this program some participants have created reservation delays because they did not read and follow the reservation instructions or disregarded them. This discount program is available because the process does not require that Amtrak handle each individual reservation inquiry. Despite instructions to the contrary, some participants called Amtrak, often repeatedly, with questions that could have easily been answered by reading the program information. As the level of difficulty in handling individual participants increased, it became apparent that more detailed instructions and information was necessary.
- Q.** *I sent my FAX in but I haven't heard back about my reservation. What can I do?*
- A.** 1) Be certain your FAX was sent to the proper number; 2) Be certain at least 10 business days have elapsed since you sent your FAX; and 3) call Marguerite Monahan at (916) 654-5928. Have your original reservation form available when you call.

IF YOU NEED HELP

If you encounter difficulty in preparing your reservation request, or if you have questions or concerns regarding the Kids N' Trains program which are not addressed in the program information call Marguerite Monahan of the Caltrans Rail Division at (916) 654-5928. **DO NOT call Amtrak.** If you prefer to use email, send your message to Marguerite.Monahan@dot.ca.gov.

STOP!

**DO NOT COMPLETE THE
RESERVATION REQUEST FORM
WITHOUT FIRST READING THE
PROGRAM INFORMATION**

- **DO NOT CALL AMTRAK FOR
INFORMATION OR ANSWERS**
- **YOU MUST SUBMIT YOUR RESERVATION
REQUEST AT LEAST 30 DAYS IN
ADVANCE OF YOUR TRAVEL DATE**
- **YOU CANNOT CHANGE YOUR GROUP
SIZE, CHANGE YOUR DATE, OR CHANGE
YOUR TRAIN NUMBERS AFTER YOUR
REQUEST HAS BEEN SUBMITTED**
- **LATE, INCOMPLETE OR INCORRECTLY
COMPLETED FORMS WILL BE REJECTED**